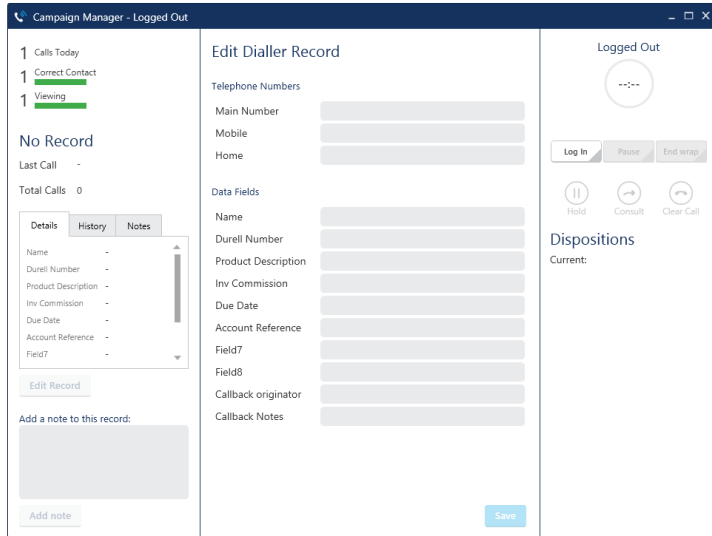


# Mitel Phone Manager Outbound

Progressive outbound dialer improves outbound staff productivity



## Key Features

- Reduces manual call setup time
- Manages your Contact & Callback Strategy
- Manages user's wrap-up time between calls
- Provides supervisors with views & reports on users activity

Mitel Phone Manager Outbound is a progressive dialing solution designed to improve the productivity of outbound telesales staff when using the MiVoice Office 250 phone system.

Mitel Phone Manager Outbound is a purely software based dialer that uses the rich OAI interface of the telephone system to make and manage calls on behalf of users and improves outbound performance.

Mitel Phone Manager Outbound solution is part of the MiVoice Office Application Suite and works in conjunction with Mitel Phone Manager to provide a dedicated outbound dialer interface for the end user.

## Recycling and Callbacks

The software automatically handles rules to recycle a dialed number if the called party does not answer or the user gets voicemail. The user can also book a callback at a specified time and date and Mitel Phone Manager Outbound will automatically make the call at the right time.

## Disposition Codes & Contact Strategy

The software can be configured with "Disposition" codes (also known as "Outcome" or "Result" codes) that control the dialer behaviour and track whether the user managed to contact a "Right Party" and then whether the call was successful. Each Disposition Code can be configured with the appropriate "Wrap up" time after the call before the software dials the next number.

## Realtime and Historical Reporting

Mitel Phone Manager Outbound provides the supervisor with a "Real-Time" view of campaigns so that the quality of the data and the performance of the team can be assessed at a glance. Useful information such as the % Right Party Contact (RPC) and the % Conversion rates are updated for today's performance.

As well as a range of standard historical reports available from the Mitel Phone Manager Outbound UI, the software integrates to Mitel's MiContact Center Office Edition software to provide activity reports for both inbound and outbound calls.

## Mitel Phone Manager UI

The Mitel Phone Manager client software is configured to function as the Mitel Phone Manager Outbound user interface for outbound users and campaign specific disposition codes and call record data are dynamically applied to user's screen in real time.

### Campaign Details

#### Phone Manager Outbound - Sales Campaign 1

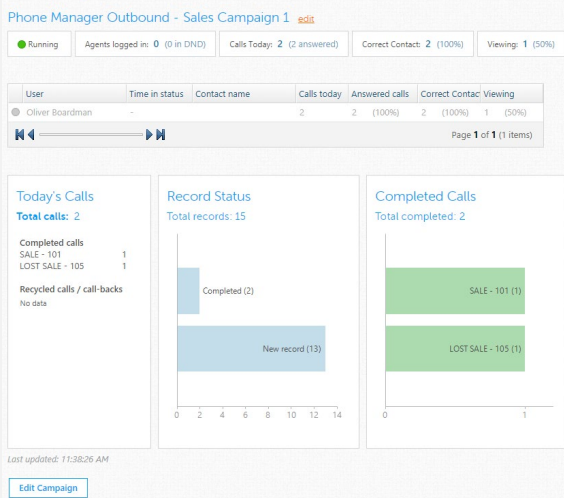
General	Users	Dispositions	Shifts	Phone Manager UI	Valid Numbers
Campaign name *					
Region					
No answer timeout <small>Leave blank to use default</small>					
Calling Party number (Outgoing CLI) <small>Leave blank to use default</small>					
Dial prefix					
Number barring					
User-specific call-back expiry *					
Use default max call attempts					
Max voicemails limit					
Max callbacks/recycled calls in queue					
Notification emails					
Low data warning threshold					

\* indicates a required field

Save Import Data Cancel

Easily configurable contact strategy

### Campaign Dashboard



Supervisors can easily view campaign performance

## Key Features

- Automates outbound dialing
- Uses the MiVoice Office 250 telephone to make the calls
- No silent or dropped calls
- Call Blending gives priority to inbound calls, utilizing existing MiVoice Office 250 Hunt Groups
- Configurable Disposition Codes
- Real-Time & Historical reporting
- Easy to configure and use
- Optional previewing of contacts before dialing

## Benefits

- Vastly improves call connect and contact rates
- Leverages existing Mitel infrastructure
- Low cost of implementation
- Users can handle both inbound and outbound calls
- Software license upgrades quick to implement
- Software can be virtualized supporting both VMWare and Hyper-V

## Architecture

- Windows 7, 8.1, 10 (Professional / Enterprise / Ultimate) 64-bit
- Windows Server 2008 R2, 2012 R2, 2016, 2019 (Standard/Enterprise/Datacentre) 64-bit only
- VMWare & Hyper-V Environments Supported
- CPU: 2 x Quad Core Xeon • RAM: Minimum 16GB
- Microsoft .NET, version 3.5 & 4.5.2
- Active Directory integration by OU for user configuration

## Upgrade Options

- Simple software licensing upgrade via www
- Up to 50 users per server
- Available in single user, 10 user or 50 user license packs